

Joint Agreement between the PHE London Coronavirus Response Centre and London Local Authorities for supporting the management of COVID-19 outbreaks and complex settings

Version: 4

Date: 5th June 2020

Review date: 6th July 2020

Overview

This joint agreement provides a framework for joint working between the PHE London Coronavirus Response Centre (LCRC) and the public health structures in London Local Authorities (LAs) for managing COVID-19 outbreaks, complex settings and community clusters.

This agreement will be kept under monthly review initially due to the rapidly changing regional situation and guidance, and fluctuating capacity across the system. This document is therefore intended to be flexible and adaptable for local operation due to the different support and capacity arrangements available in local systems in London.

Rationale for the joint agreement

- To have a joint collaborative and co-ordinated approach to supporting London settings including care homes, extra care housing and supported housing, local hospitals, workplaces, prisons, primary care settings, schools, nurseries and homeless hostels in managing COVID-19 outbreaks, reflected in councils' Local Outbreak Control Plans (LOCPs).
- To improve understanding and access to services, reduce transmission, protect the vulnerable and prevent increased demand on healthcare services
- To share outbreak information to facilitate appropriate measures

- To have a Single Point of Contact (SPoC) in LCRC and in each local authority to facilitate data flow, communication and follow up
- To provide consistent advice to settings and local public health teams

Joint approach

The overarching joint approach to managing **complex settings and outbreaks** will be as follows:

- LCRC will receive notification from Tier 2, undertake a risk assessment and give advice and provide information to the setting on management of the outbreak;
- LCRC will manage cases and contacts, and provide advice on testing and infection control;
- LCRC will convene an Incident Management Team (IMT) if required;
- LCRC will inform the relevant local authority SPoC;
- The local authority will follow-up and support the setting to continue to operate whilst managing the outbreak, including, if required, support with infection prevention and control measures and PPE access;
- The local authority will support wider aspects of the response, such as support for any vulnerable contacts who are required to self-isolate, as per London's 6 Point Plan ([Appendix 1](#)) and national 7 themes of outbreak management plans (Appendix 2).

The overarching joint approach to managing **community clusters** will be as follows:

- The local authority or LCRC will receive notification from Tier 2
- The local authority will inform the LCRC SPoC/LCRC will inform the local authority SPoC
- The local authority will convene an IMT
- The local authority will provide support to the community
- LCRC will support the local authority in their risk assessment of and response to an identified community cluster

[Appendix 3](#) and [Appendix 4](#) provide further information on the joint approach by setting type.

Contact details for Single Point of Contact (SPoC)

SPoC for PHE LCRC is LCRC@phe.gov.uk

SPoC for Local Authorities (Preferably DPH or Consultant in Public Health, Health Protection Lead):

Local authority	SPoC contact details	Local authority	SPoC contact details
Barking and Dagenham		Hounslow	
Barnet	Tamara.Djuretic@Barnet.gov.uk	Islington	
Bexley		Kensington and Chelsea	
Brent		Kingston upon Thames	
Bromley		Lambeth	
Camden		Lewisham	
Croydon		Merton	
Ealing		Newham	
Enfield		Redbridge	
Greenwich		Richmond upon Thames	
Hackney		Southwark	
Hammersmith and Fulham		Sutton	
Haringey		Tower Hamlets	
Harrow	Carole.furlong@harrow.gov.uk	Waltham Forest	
Havering		Wandsworth	
Hillingdon		Westminster	

Appendix 1 – 6 Point Plan for Local Authority wider response (London CEO Task and Finish Group))

 Point 1: Core requirements	 Point 2: Vulnerable groups	 Point 3: Community and economic impact	 Point 4: Local partnership response	 Point 5: Connecting and engaging communities	 Point 6: London regional resilience
Establish a LA Contact Tracing Lead and WG	Identifying potentially vulnerable groups	Understanding local community and economic impact	Partnership engagement	Mitigating low take-up of the national model	Local and regional resilience
Focus on Outbreak Management	Understanding vulnerability	Community Impact Checklist	Joining-up local intelligence with partners	Understanding barriers to engagement	Potential voluntary secondment to LCRC
Establish a local Data Hub	Role of shielding and 'shielding plus' services	Workforce Impact Checklist	Developing joint-action plans with partners	Focus on vulnerable groups and personas	Mutual-aid arrangements
Workplaces and buildings				Baseline and enhanced communications	
Developing a toolkit: In addition to the six-point plan set out above a toolkit of practical guides, structures, role profiles, scripts, and best-practice examples is being developed for LA's to access, co-design and develop,					

Appendix 2 – Local Outbreak Control Plans themes (DHSC)

Local Outbreak Control Plans will centre on 7 themes

- 1 Care homes and schools**
Planning for local outbreaks in care homes and schools (e.g. defining monitoring arrangements, potential scenarios and planning the required response)
- 2 High risk places, locations and communities**
Identifying and planning how to manage high risk places, locations and communities of interest (e.g. defining preventative measures and outbreak management strategies)
- 3 Local testing capacity**
Identifying methods for local testing to ensure a swift response that is accessible to the entire population (e.g. defining how to prioritise and manage deployment, examples may include NHS, pop-up etc).
- 4 Contact tracing in complex settings**
Assessing local and regional contact tracing capability in complex settings (e.g. identifying specific local complex communities, developing assumptions to estimate demand and options to scale capacity)
- 5 Data integration**
Integrating national and local data and scenario planning through the Joint Biosecurity Centre Playbook (e.g., data management planning, including data security, NHS data linkages)
- 6 Vulnerable people**
Supporting vulnerable local people to get help to self-isolate (e.g. facilitating NHS and local support, identifying relevant community groups etc) and ensuring services meet the needs of diverse communities
- 7 Local Boards**
Establishing governance structures led by existing Covid-19 Health Protection Boards in conjunction with local NHS and supported by existing Gold command forums and a new member-led Board to communicate with the general public

Appendix 3 – Summarised roles by setting (LAs and LCRC)

	Setting						
	Care settings	School and Early Years	Workplace	Primary care	Prison/custodial institutions	Homeless and/or hostel	Community cluster
London Coronavirus Response Centre response	- Receive notification from Tier 2 - Gather information and undertake a risk assessment with the setting - Provide advice and manage cases and contacts, testing and infection control - Provide information materials to the setting - Recommend ongoing control measures - Convene IMT if required - Provide information to DsPH and advice/recommendations for ongoing support						- Receive notification from Tier 2 - Support Local Authority in their risk assessment of and response to an identified community cluster
Local authority response	- Prevention work and respond to enquiries (As per Appendix 1, 2 and 4) - Support vulnerable contacts who are required to self isolate - Liaise with setting to provide ongoing advice and support for testing, communications, infection control and PPE - Participate in IMT if convened by LCRC - Local communications e.g. briefings for Cllrs, local press inquiries, comms with the public - Liaise with CCG, GPs and other healthcare providers to provide ongoing healthcare support to setting						- Receive notification from Tier 2 - Convene IMT - Provide support to community which may include translated materials, support to self-isolate, advice and enforcement - Liaise with the local CCG, GPs and other healthcare providers - Local communications (e.g. Cllr briefing, local press inquiries, comms with public)

Appendix 4 – Brief Standard Operating Procedures/Roles and responsibilities for LAs and LCRC, by setting type (LAs and LCRC)

4a - Care Homes

Source of concern

Positive test in staff or resident
Notification from Level 2
Symptoms of Covid-19 in a staff member or resident
Household contacts of staff test positive or are asked to self-isolate and suspected COVID-19

Action

Care home Follow PHE guidelines on isolating cases
Inform GP
Inform LA SPoC
Order tests for staff and residents

LCRC ***LCRC have Outbreak plans for care homes***
Receive notification from Tier 2

Gather information and undertake a risk assessment with the setting
Inform LA SPoC
Provide advice and manage cases and contacts, testing and infection control
Provide information materials to the setting
Recommend ongoing control measures
Convene IMT if required
Link with CCG named GP/person for the home.

Local authority

Care Home Resilience and Support Plans submitted 29th May 2020
Prevention work and respond to enquiries
Infection control follow up together with CCG named person
LA SPoC informs Adult Social care commissioners
Liaise with the local CCG/ GP and other health providers in supporting the home.
Access to PPE
Support vulnerable contacts who are required to self-isolate
Participate in IMT if convened by LCRC and provide further support to setting following IMT

Other NHS – CCG named GP/person for each Care Home links to ASC Commissioners and Public Health to follow-up re infection control, PPE, ongoing control measures.

Data and reporting

Total number of COVID-19 situations with principal context Care Home, by Borough

Total number of deaths in patients with a Care Home address by local authority, confirmed and suspected COVID-19
 Number of care home testing results reported the previous day, that will be relayed to homes that day
 Graph: timeline of Covid deaths in care homes (as reported to LCRC)
 Graph: timeline of number of new care homes reporting suspected and confirmed Covid, by date of first contact with LCRC
 Number of tested individuals matched to care homes by postcodes by PHEC

 Number of tests matched to care homes by postcode by PHEC
 Number of COVID-19 cases matched to care homes over time
 Number of new care home postcodes with confirmed cases
 Age and sex distribution of COVID-19 cases matched to care homes

 ??Data in CTAS and HPZone
 ??Reported centrally and to LA on a ?? timescale basis

Comms Awaiting Comms Toolkit from London Councils and GLA
 This will be in key community languages and pictorial form
 Key Message is "Keep London/Borough/Place/ Families etc. Safe"

4b - Schools

Source of concern

Positive test in Staff or pupil
Notification from Level 2
Symptoms of Covid-19 in a staff member or pupil
Household contacts of staff or pupils test positive or are asked to self-isolate

Action

School Follow PHE guidelines on isolating cases, PPE and cleaning
Inform LA SPoC and Head of education/children's services.
Inform parents with a pre-prepared letter/SMS (template provided by LCRC)

LCRC Receive notification from Tier 2

Gather information and undertake a risk assessment with the setting
Inform LA SPoC
Provide advice and manage cases and contacts, testing and infection control
Provide information materials to the setting
Recommend ongoing control measures
Convene IMT if required or refer to local team

Local authority

Prevention work and respond to enquiries
Liaison with school governors and support with communication to parents
Support vulnerable contacts who are required to self-isolate
Liaise with the local CCG/ GP and other health providers
Infection control follow up
Convene Local IMT if required
Covid Secure risk assessments support, where relevant
Local communications e.g. briefings for Cllrs, local press

Other **STP**, CCG and Hospital if symptomatic children are attending for ``
diagnosis/testing

Data and reporting

Data in CTAS and HPZone
Reported centrally and to LA on testing results a ?? timescale basis

Comms Awaiting Comms Toolkit from London Councils and GLA
This will be in key community languages and pictorial form
Key Message is "Keep London/Borough/Place/ Families etc. Safe"

4c - Workplace

Source of concern

Positive test in Staff
Notification from Level 2
Symptoms of Covid-19 in a staff member
Household contacts of staff test positive or are asked to self-isolate
When App in use some staff members

Action

- Business** Follow PHE guidelines on isolating cases, PPE and cleaning
Inform LA SPoC
Inform staff and clients with a pre-prepared letter/SMS
- LCRC** Receive notification from Tier 2
Gather information and undertake a risk assessment with the setting
Inform LA SPoC
Provide advice and manage cases and contacts, testing and infection control
Provide information materials to the setting
Recommend ongoing control measures
Convene IMT if required or refer to local team

Local authority

Prevention work and respond to enquiries
Inspection of food premises and enforcement as necessary
Advice and support local business affected by workforce isolation
Communication with local community
Liaise with the local CCG/ GP and other health providers
Infection control follow up
Convene Local IMT if required
Covid Secure risk assessments support, where relevant
Local communications e.g. briefings for Cllrs, local press

Other

Data and reporting

Data in CTAS and HPZone
Reported centrally and to LA on a ?? timescale basis

Comms

Awaiting Comms Toolkit from London Councils and GLA
This will be in key community languages and pictorial form
Key Message is "Keep London/Borough/Place/ Families etc. Safe"

4d - Community Clusters

Source of concern

A number of positive tests in a locality or a common site or activity
Notification from Level 2
Symptoms of Covid-19/ requests for tests from a number of people tests in a locality or a common site or activity

Action

HPU/Local Follow PHE guidelines on isolating cases, PPE and cleaning
Inform LA SPoC

LCRC *Working on an SOP for Community Clusters*

Receive notification from Tier 2

Gather information and undertake a risk assessment with the setting
Inform LA SPoC
Provide advice and manage cases and contacts, testing and infection control
Provide information materials to the setting
Recommend ongoing control measures
Convene IMT if required or refer to local team

Local authority

Prevention work and respond to enquiries
Communication with local community
Determine whether a mobile or hyper-local testing unit is required
Liaise with the local CCG/ GP and other health providers
Infection control follow up
Convene Local IMT if required

Other

Data and reporting

Data in CTAS and HPZone
Reported centrally and to LA on a ?? timescale basis

Comms

Awaiting Comms Toolkit from London Councils and GLA
This will be in key community languages and pictorial form
Key Message is "Keep London/Borough/Place/ Families etc. Safe"

4e - Fire stations and other Home from Home environments

Source of concern

- Positive test in Staff in one watch
- Positive tests in more than one watch
- Notification from Level 2
- Symptoms of Covid-19 in a staff member
- Household contacts of staff test positive or are asked to self-isolate

Action

Fire Service Follow PHE guidelines on isolating cases, PPE and cleaning
Inform LCRC
Inform staff and their families with a pre-prepared letter/SMS
Inform Gold Commander

LCRC Receive notification from Tier 2 or fire service
Gather information and undertake a risk assessment with the setting
Inform LA SPoC
Provide advice and manage cases and their families as well as contacts, testing and infection control
Provide information materials to the setting
Recommend ongoing control measures
Convene IMT if required or refer to local team

Local authority

- Prevention work and respond to enquiries
- Inspection of food preparation areas and enforcement as necessary
- Communication with local community
- Liaise with the local CCG/ GP and other health providers
- Infection control follow up
- Convene Local IMT if required

Other

Data and reporting

- Data in CTAS and HPZone
- Reported centrally and to LA on a ?? timescale basis

Comms

- Awaiting Comms Toolkit from London Councils and GLA
- This will be in key community languages and pictorial form
- Key Message is "Keep London/Borough/Place/ Families etc. Safe"

4f - Homeless/Hostels

Source of concern

Positive test in Staff or residents
Notification from Level 2
Symptoms of Covid-19 in a staff member or resident
Household contacts of staff test positive or are asked to self-isolate

Action

Hostels

Follow PHE guidelines on isolating cases, PPE and cleaning
Inform LA SPOC
Inform staff and clients with a pre-prepared letter/SMS
Follow locally developed SOP and risk assessment

LCRC

Receive notification from Tier 2
Gather information and undertake a risk assessment with the setting
Inform LA SPoC
Inform the Find and Treat service (if funding agreed)
Provide advice and manage cases and contacts, testing and infection control
Provide information materials to the setting
Recommend ongoing infection control measures
Share risk assessment and details from HPZone with LA
Convene Incident Management Team (IMT) if required or refer to local team

Local authority

Prevention work and respond to enquiries
LA SPoC inform service commissioners
Liaise with the local CCG/ GP and other health providers
Liaise with GLA in their management of hotels, clarify roles to avoid duplication or gaps.
Infection control follow up
Provide support and ongoing management of settings
LA to decide who may visit community venues and gather contact information and arrange testing (?EHOs)
Convene Local IMT if required

Other

Links to housing, drug and alcohol services and CCG and their commissioners
Links to GLA
Follow up of cases and contacts if/when they leave their current accommodation, including referring to other LAs where appropriate

Data and reporting

Data in CTAS and HPZone
Reported centrally and to LA on a ?? timescale basis

Comms

Awaiting Comms Toolkit from London Councils and GLA
This will be in key community languages and pictorial form
Key Message is "Keep London/Borough/Place/ Families etc. Safe"

4g - Prisons/ Youth Offending/ Refugee Detention Centre

Source of concern

Positive test in Staff or inmate
Notification from Level 2
Symptoms of Covid-19 in a staff member
Household contacts of staff test positive or are asked to self-isolate

Action

Prison

Follow PHE guidelines on isolating cases, PPE and cleaning
Inform relevant central government and LCRC

LCRC

Receive notification

Gather information and undertake a risk assessment with the setting
Provide advice and manage cases and contacts, testing and infection control
Provide information materials to the setting
Recommend ongoing control measures
Convene IMT if required or refer to local team

Local authority

Determine any potential need for action around detainees' families/contacts, especially if a recent visit

Other

Data and reporting

Summary at prison and London level, including:

- Number of new receptions per day
- Numbers symptomatic
- Numbers of tests carried out
- Test results
- Numbers in isolation
- Staff absences

??Data in CTAS and HPZone

??Reported centrally and to LA on a ?? timescale basis

Comms

Awaiting Comms Toolkit from London Councils and GLA
This will be in key community languages and pictorial form
Key Message is "Keep London/Borough/Place/ Families etc. Safe"

Appendix 5 – Governance and Key Guiding Principles

PHE will fulfil its statutory duty as outlined below by receiving the notification of outbreaks, undertaking the risk assessment and providing public health advice in accordance with national guidance or local SOPs.

As per this joint agreement and in line with the statutory roles outlined below, local authorities and PHE will conduct follow up of these settings and fulfil their statutory duty for safeguarding and protecting the health of their population.

- PHE has responsibility for protecting the health of the population and providing an integrated approach to protecting public health through close working with the NHS, Local Authorities, emergency services and government agencies. This includes specialist advice and support related to management of outbreaks and incidents of infectious diseases
- The health system has a shared responsibility for the management of outbreaks of COVID-19 in London
- Infection control support for each setting will be provided in line with local arrangements
- Under the Care Act 2014, Local Authorities have responsibilities to safeguard adults in their areas. These responsibilities for adult social care include the provision of support and personal care (as opposed to treatment) to meet needs arising from illness, disability or old age
- Under the Health and Social Care Act 2012, Directors of Public Health in upper tier and unitary local authorities have a duty to prepare for and lead the local authority public health response to incidents that present a threat to the public's health
- Medical practitioners have a statutory duty to notify suspected and confirmed cases of notifiable diseases to PHE under the Health Protection (Notification) Regulations 2010 and the Health Protection (Notification) Regulations 2020